



# BENEFITFOCUS<sup>®</sup>

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## State of Iowa


### Member Self Registration

October 2012

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# Member Self Registration Overview

This feature allows employees to self-register by creating their own login credentials without assistance from a Personnel Assistant, Carrier Representative or Benefitfocus Administrator. When an employer is configured to allow user account creation, the *Password Recovery* link located on the *Login* page will change to specify that users may either register or reset their account.



**DAS** Iowa Department of Administrative Services

DAS - GOVERNMENT'S PARTNER IN ACHIEVING RESULTS

Welcome to IowaBenefits!

Once you log in, you will find a powerful website with interactive tools and videos to help you learn more about the State of Iowa's employee benefits and other topics of interest. Using IowaBenefits, we hope that you will find everything you need to make better healthcare and benefit decisions.

**Log in to your account**

Username\*

Password\*

[Log in](#)

[Register or Reset your Account](#)

Note: For assistance, please call Technical Support at 1.866.822.8688.

## How to Register Your Account

The following procedure demonstrates the typical flow of how you would self-register your account when logging into the system for the first time.

**\*\*Please note that if your account is already registered (and you are not logging in for the FIRST time), that you will only be allowed to reset/retrieve your login information.**

From the *Login* page, you will select the *Register or Reset Your Account* link.

You will be asked to verify your identity and enter the required information in the corresponding fields, including:

- Social Security Number (SSN)
- Last Name
- Date of Birth
- Code shown on screen. The code will be different each time. If you have difficulty reading the code, **you can select the *Try a different code* link to generate a new one.**

## Register or Reset Your Account

### Verify your Identity to Begin

\* Social Security Number   
\* Last Name   
\* Date of Birth   
(mm/dd/yyyy)



[Try a different code?](#)

\* Enter the code shown above

Cancel

Next

Once you are verified in the database, then you can create a *Username* and *Password* for logging in to the system. The *Username* must be between six and 50 alphanumeric characters. E-mail addresses are also acceptable as a valid *Username*. If required by the company, employees may be required to set up a *Secret Question and Answer* for account verification.

## Register Your Account

### Create your New Account by Providing the Information Requested Below

Name Marie Smith

Date of Birth 03/01/1975

Zip Code 12345

Social Security Number \*\*\*-\*\*-2222

Email Address

\* Username

\* Create Password

\* Confirm Password

\* Secret Question 1 What is the City you were born in?

\* Secret Answer 1

#### Username:

- Username must be between 6 and 50 alphanumeric characters

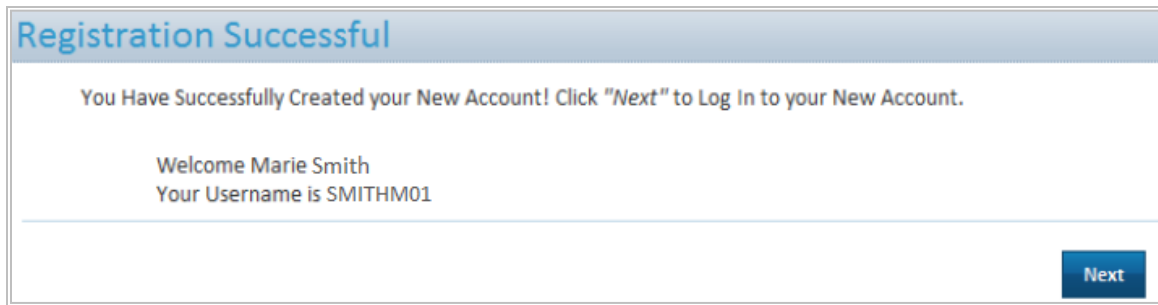
#### Password:

- Must contain at least one number
- Must contain at least one upper case and one lower case letter
- Cannot contain more than two of the same characters consecutively
- Cannot be the same as the Username or SSN

Cancel

Save

When you have completed all of the required information, you will select *Save* and will be directed to a confirmation screen ensuring that the new login credentials have been accepted. From here, access will be allowed to the system.



Registration Successful

You Have Successfully Created your New Account! Click "Next" to Log In to your New Account.

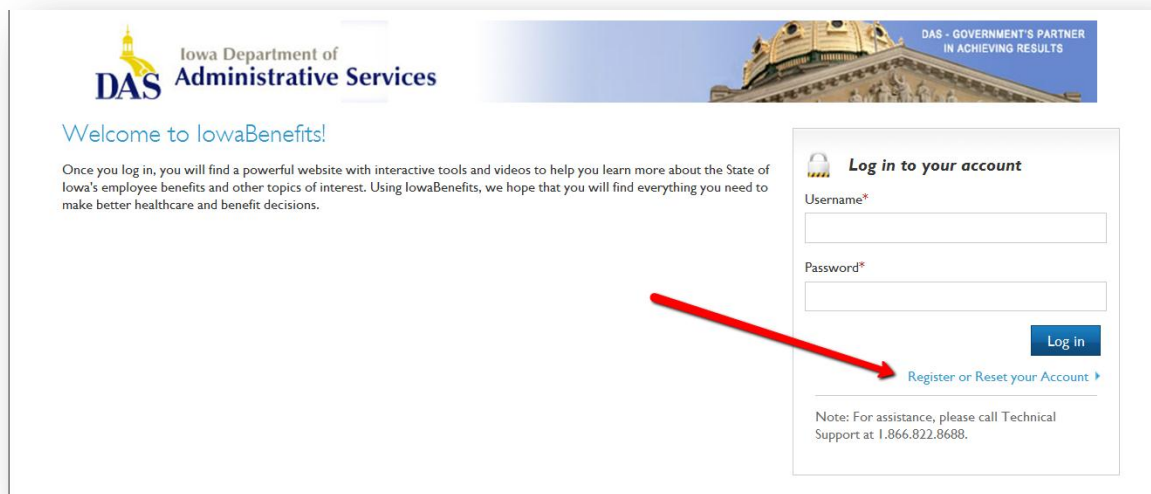
Welcome Marie Smith  
Your Username is SMITHM01

Next

### [Reset Your Account](#)

The following demonstrates the typical flow employees would follow when resetting their account if they have forgotten their password.

From the *Login* page, select the *Register or Reset Your Account* link.



Iowa Department of Administrative Services

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**Log in to your account**

Username\*

Password\*

Log In

[Register or Reset your Account](#)

Note: For assistance, please call Technical Support at 1.866.822.8688.

You must verify your identity and enter the required information in the corresponding fields, including:

- Social Security Number (SSN)
- Last Name
- Date of Birth
- Code shown on screen. The code will be different each time. If you have difficulty reading the code, you can select the *Try a different code* link to generate a new one.

## Register or Reset Your Account

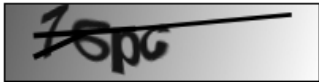
**Verify your Identity to Begin**

\* Social Security Number

\* Last Name

\* Date of Birth   
(mm/dd/yyyy)

---



[Try a different code?](#)

\* Enter the code shown above

You will then answer a series of questions regarding your account. If none of the answers apply, then you can select *None of the above or not applicable*.

## Reset your Account

**Verify Identity**

\* Choose the birth year of a dependent you currently cover or previously covered on your benefits.

☐ 1986  
☐ 1983  
☐ 1984  
☐ None of the above or not applicable

\* Choose your name or the name of a dependent you currently cover or previously covered on your benefits.

☐ marie  
☐ vonna  
☐ arlinda  
☐ None of the above or not applicable

\* Choose your hire date. If none of the selections are accurate, select 'None of the above or not applicable.'

☐ january 29, 2001  
☐ february 18, 2001  
☐ february 24, 2001  
☐ None of the above or not applicable

\* Enter your five-digit ZIP code

If a *Secret Question* is required, then you will need to answer the questions before resetting your password. If a *Secret Question* is not required, then you are prompted to the next step for resetting your password.

## Reset your Account

**Answer Your Secret Question(s)**

\* What is the City you were born in?

Cancel

Next

Figure 1 - Secret Question and Answer

After verifying your identity and account information, then you can reset their password. The password requirements are listed to the right of the required fields. Once the password is reset, you need to select *Save* and are directed to the *Home* page.

## Reset your Account

**Reset Password**

Your Username maries1111

\* New Password

\* Confirm New Password

- Password must contain between 8 and 15 characters
- Password must contain at least one number
- Password must contain at least one upper case and one lower case letter
- Password cannot contain Username or SSN
- Password cannot have more than two identical characters in a row

Cancel

Save